

**Easterling, Deborah**

**From:** Easterling, Deborah  
**Sent:** Thursday, February 20, 2020 2:30 PM  
**To:** Carey & Stewart Newton  
**Subject:** RE: [External] Letter of Protest for Docket No. 2019-290-WS  
**Attachments:** Rescheduled Commission Business Meeting.pdf

Dear Ms. Newton:

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

- Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates <https://dms.psc.sc.gov/Web/Dockets/Detail/117247>

I have attached the Notice Postponing, and Rescheduling the Public Night Hearing in York, South Carolina.

If we may be of further assistance to you, please do not hesitate to contact us.

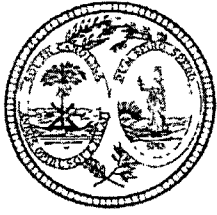
Sincerely,

Deborah Easterling  
 Clerk's Office

**From:** Carey & Stewart Newton  
**Sent:** Thursday, February 20, 2020 1:53 PM  
**To:** PSC\_Contact <Contact@psc.sc.gov>  
**Cc:** Carey & Stewart Newton  
**Subject:** [External] Letter of Protest for Docket No. 2019-290-WS

To whom it may concern:

Please find attached my Letter of Protest, as well as supporting documentation, for Docket No. 2019-290-WS.



## *The Public Service Commission State of South Carolina*

COMMISSIONERS  
 Comer H. "Randy" Randall, Third District  
*Chairman*  
 Florence P. Belser, Second District  
*Interim Vice Chairman*  
 John E. "Butch" Howard, First District  
 Thomas J. "Tom" Ervin, Fourth District  
 Swain E. Whitfield, Fifth District  
 Justin T. Williams, Sixth District  
 G. O'Neal Hamilton, Seventh District

Jocelyn Boyd  
 Chief Clerk/Executive Director  
 Phone (803) 896-5133  
 Fax (803) 896-5246

Clerk's Office  
 Phone (803) 896-5100  
 Fax (803) 896-5199

**POSTED ON 1-20-2020 @ 1:15 P.M. /de**

February 20, 2020

### **NOTICE REGARDING THE COMMISSION BUSINESS MEETING PREVIOUSLY SCHEDULED FOR FEBRUARY 26, 2020, AT 2:00 P.M.**

Please take notice that the Commission's regularly scheduled Business Meeting previously scheduled for the week of February 24, 2020, has been **rescheduled from Wednesday, February 26, 2020**, to begin at 2:00 p.m. on **Thursday, February 27, 2020.**

Copy to:  
 All Commissioners  
 Jocelyn Boyd, Chief Clerk/Executive Director  
 Legal  
 Clerk's Office  
 Public Utility Analysts Department  
[dms.psc.sc.gov](http://dms.psc.sc.gov)

Letter of Protest

Docket No. 2019-290-WS

\* Required Fields

Date: 20 Feb 2020

Protestant Information:

Name \*

Carey Newton

Mailing Address \*

City, State Zip \*

Lake Wylie, SC 29710

Phone \*

6

E-mail

1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer of Blue Granite Water previously conducting business as Carolina Water Service.

2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)

\* Please see attached statement of protest along with attachments.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \*

If available and required, I will be willing to make an appearance

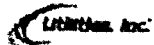
Signature Required:

Carey Newton

Letter of Protest (answer to Item 2)  
Docket No. 2019-290-WS

2. I am protesting Blue Granite Water's rate increase request. Since becoming a customer in July 2018, I have experienced several issues with this company and feel that they have mismanaged our water supply and did not make the necessary system updates that were required for the known growth of the area. The specific issues that I have encountered are as follows:

- 1) Between September 2018 and October 2018, I saw a 15,510-gallon increase in my water usage (*Attachments: Sep-Nov 2018 bills*). I immediately contacted the company to report the error. The customer service representative asked if I had recently added water to a swimming pool, to which I replied that I don't have a pool. She then scheduled an appointment to have a technician come out to look at my water meter. The technician came out and did not find a leak. He replaced the meter and said that the old one would be sent off for testing. A few months later, I received a copy of the test results and they indicated that nothing was wrong with the meter. As an aside, while making small talk with the technician, he mentioned that there had been billing issues within my neighborhood as a result of the company, that had been subcontracted to take readings, falsifying the readings. He said that the contractor was terminated once this had been discovered.
- 2) Beginning Spring 2019 until early Fall 2019, Blue Granite imposed company-mandated watering restrictions on its customers, even though the area was not experiencing drought conditions. This resulted in the loss of \$825.00 worth of sod that had just been laid (*Attachment: Bill from Super Sod for Elite Tall Fescue*)
- 3) Due to ongoing service interruptions and boil advisories, I no longer have confidence in the quality of water that is being provided by this company.



Carolina Water Service Inc.  
Emergency Phone: (800) 367-4314  
Customer Service: (800) 367-4314  
Collections: (800) 367-4314  
www.uwater.com

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Bill Date</b> 09/24/18         </div>		<b>Account Number</b> 	<b>Due Date</b> 10/19/18	<b>Please Pay</b> \$133.58	<b>Summary of Services</b> 
<b>Name</b> Carey N <b>Service Address</b>		<b>Primary Pkt</b> 7710	<b>Rate</b> 02017R30R <b>Unit</b> n/c <b>Use</b>		
<b>Activity Since Last Bill</b> Previous Balance \$122.56 Payments received as of 09/24/18 \$-122.56 Balance as of 09/24/18 \$0.00		<b>Number of Days:</b> 28 <b>Average Daily Use:</b> 249.29 Gallons <b>Average Daily Cost:</b> \$4.77 <b>Register Constant:</b> 1			
<b>Residential Purchased Water</b> Water Distribution Base Charge \$14.38 Distribution Usage of 6,980 gallons at \$7.55 per 1,000 gallons \$52.70 Safe Drinking Water Act Fee \$0.73 Total Residential Purchased Water \$67.81		<b>Billing History</b> in dollars 			
<b>York County Residential Wastewater Treatment</b> Wastewater Collection \$65.77 Total York County Residential Wastewater Treatment \$65.77 <b>Total Amount Due</b> \$133.58		<b>Consumption History of Consumption</b> in gallons 			

A fee of 1.5% per month will be added if unpaid by the due date. Make check payable to: Carolina Water Service Inc  
Rate Schedules are available upon request. Visit www.uwater.com for important account offerings.

**Messages**

The Company is under the jurisdiction of the PSC. You may contact the ORS at 800-922-1531 with any complaints that remain unresolved after 7 days.  
New rates approved in Docket No.2017-292-WS effective June 29th, 2018. A portion of this bill may have been prorated at a new rate.



PO BOX 160609  
Alamonte Springs, FL 32716

<b>Acco.</b>	<b>Amount Paid</b>
<b>Due Date:</b> 10/19/18 <b>Please Pay:</b> \$133.58	<div style="border: 1px solid black; width: 100px; height: 30px;"></div>

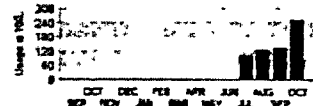
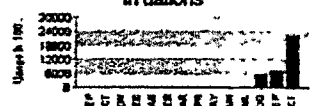
Carey Newton

Carolina Water Service Inc  
PO Box 11025  
Lawiston ME 04243-9476

☐ Address correction requested on back



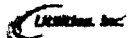
Carolina Water Service Inc  
Emergency Phone: (800) 367-4314  
Customer Service: (800) 367-4314  
Collections: (800) 367-4314  
www.uwater.com

<b>Bill Date</b> 10/21/18	<b>Due Date</b> 11/15/18	<b>Please Pay</b>	<b>Summary of Services</b>
<b>Name</b> Carey			<b>Meter Reading</b>
<b>Service Addr</b> NAME SC, 29710			22,490 Gallons
<b>Activity Since Last Bill</b>			<b>Number of Days:</b> 29
Previous Balance	\$133.58		<b>Average Daily Use:</b> 775.52 Gallons
Payments received as of 10/21/18	\$-133.58	\$0.00	<b>Average Daily Cost:</b> \$8.64
Balance as of 10/21/18			<b>Register Constant:</b> 1
<b>Residential Purchased Water</b>			<b>Billing History</b> in dollars
Water Distribution Base Charge	\$14.38		
Distribution Usage of 22,490 gallons at \$7.55 per 1,000 gallons	\$169.80		
Safe Drinking Water Act Fee	\$0.73		
<b>Total Residential Purchased Water</b>		\$184.91	
<b>York County Residential Wastewater Treatment</b>			<b>Consumption History of Consumption</b> in gallons
Wastewater Collection	\$65.77		
<b>Total York County Residential Wastewater Treatment</b>		\$65.77	
<b>Total Amount Due</b>		\$250.68	

A fee of 1.5% per month will be added if unpaid by the due date. Make check payable to: Carolina Water Service Inc  
Rate Schedules are available upon request. Visit www.uwater.com for important account offerings.

**Messages**

The Company is under the jurisdiction of the PSC. You may contact the ORS at 800-922-1531 with any complaints that remain unresolved after 7 days.



PO BOX 160609  
Alamonte Springs, FL 32716

**Account Number**

**Due Date:** 11/15/18

**Please Pay:** \$250.68

**Amount Paid**

Carrey Newton

Carolina Water Service Inc  
PO Box 11025  
Lawiston ME 04243-0476

☐ Address correction requested on back



Carolina Water Service Inc  
Emergency Phone: (800) 367-4314  
Customer Service: (800) 367-4314  
Collections: (800) 367-4314  
www.uhwater.com

<p><b>Bill Date</b> 11/20/18</p> <p><b>Name</b> Caroy <b>Service Address</b></p>	<p><b>Due Date</b></p>	<p><b>Please Pay</b> \$125.50</p>	<p><b>Summary of Services</b></p> <p><b>Water Reading:</b> Current: 1354140, Previous: 1348230, Usage: 5910 Gallons <b>Number of Days:</b> 34 <b>Average Daily Use:</b> 173.82 Gallons <b>Average Daily Cost:</b> \$3.69 <b>Register Constant:</b> 1</p>
<p><b>Activity Since Last Bill</b></p> <p>Previous Balance \$250.68 Payments received as of 11/20/18 \$-250.68 Balance as of 11/20/18 \$0.00</p>		<p><b>Meter Reading</b> Meter # 32076396 Current 1354140 11/06/2018 Previous 1348230 10/03/2018 Usage 5910 Gallons Number of Days: 34 Average Daily Use: 173.82 Gallons Average Daily Cost: \$3.69 Register Constant: 1</p>	
<p><b>Residential Purchased Water</b></p> <p>Water Distribution Base Charge \$14.38 Distribution Usage of 5,910 gallons at \$7.55 per 1,000 gallons \$44.62 Safe Drinking Water Act Fee \$0.73 Total Residential Purchased Water \$59.73</p>		<p><b>Billing History</b> in dollars</p>	
<p><b>York County Residential Wastewater Treatment</b></p> <p>Wastewater Collection \$65.77 Total York County Residential Wastewater Treatment \$65.77</p>		<p><b>Consumption History of Consumption</b> in gallons</p>	
<p><b>Total Amount Due</b> \$125.50</p>			

A fee of 1.5% per month will be added if unpaid by the due date. Make check payable to: Carolina Water Service Inc  
Rate Schedules are available upon request. Visit www.uhwater.com for important account offerings.

**Messages**

The Company is under the jurisdiction of the PSC. You may contact the ORS at 800-922-1531 with any complaints that remain unresolved after 7 days.



PO BOX 160609  
Alamonte Springs, FL 32716

Account N

Due Date: 12/17/18  
Please Pay: \$125.50

Amount Paid

Caroy, Newton

Carolina Water Service Inc  
PO Box 11025  
Lewiston ME 04243-9476

☐ Address correction requested on back



Super Sod  
PO Box 217  
Lakeland, GA 31635

Im  
C

Date: 03/29/2019

Bill For

Location

Customer

Stewart Newton

Terms  
COD

ITEM DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
Elite Tall Fescue	1500	\$0.55	\$825.00
CD Delivery Fee	1	\$150.00	\$150.00

Tags

Armyworm Alert! Please visit this page for very important information regarding these turf destroying insects:  
[www.supersod.com/blog/fall-armyworms-in-lawns/](http://www.supersod.com/blog/fall-armyworms-in-lawns/)

RFQ: Must provide your proposal number when placing order to guarantee price.

Client Notes

*FINANCE CHARGE is computed by a periodic rate of 1 1/2% per month which is an ANNUAL RATE of 18% applied to the previous balance after deducting current months payments and credits.*

*LIMITED WARRANTY: Materials sold on this Invoice are guaranteed to the extent of the purchase as follows: If seed, purity and germination are warranted to be as described on the tag or label, within the recognized tolerances. Grass sod and grass sprigs are guaranteed to be in sound, live condition upon delivery to the customer or carrier. We warrant that Certified turf grasses were grown under the supervision and auspices of the Georgia Crop Improvement Association; therefore we make no additional warranty as to varietal purity. We do not guarantee suitability, survival or performance, and make no other or further warranties, express or implied.*

SUBTOTAL \$975.00

SALES TAX \$0.00

TOTAL \$975.00

Credit Card PAYMENT \$975.00

BALANCE DUE \$0.00

DUE DATE 03/29/2019